



## Town of Oro Valley Classification Description

Title: **TRANSIT DISPATCHER**

Job Code:

FLSA Status: Non-Exempt

Department: Public Works

Salary Grade: 104

### **POSITION SUMMARY:**

Under general supervision of Transit Crew Leader, dispatches Transit Drivers, prepares daily schedules and adjusts ride manifests for Transit Drivers, monitors drivers' locations and documents drivers' adherence to ride manifests; provides assistance and maintains reports per policy and performs other functions as assigned. Handles all reservations and inquiries regarding Sun Shuttle Dial-a-Ride.

### **ESSENTIAL JOB FUNCTIONS:**

- A. Uses a variety of communication systems and automated scheduling software to schedule service, monitor operations, coordinate vehicles and drivers, and adjust schedules to optimize service delivery.
- B. Dispatches vans and drivers using various communication devices.
- C. Uses judgment to resolve unusual situations or situations that occur in the field such as, errors in pick-up or drop off locations, changes, additions and modification in services, and change out of broken equipment to ensure service delivery.
- D. Attempts to assess emergency/urgent situations and work with Transit Crew Leader, staff, and customers to resolve issues in a timely manner.
- E. Creates daily work assignments for drivers and prepares drivers packets for the next day service.
- F. Communicates respectfully with drivers and customers regarding any schedule adjustments developing effective working relationships with other staff, customers and the public.
- G. Receives and forwards customer feedback to the Transit Crew Leader in accordance with department policy.
- H. Provides assistance to Transit Crew Leader in annual performance appraisals for Transit Drivers.
- I. Trains new dispatchers.
- J. Takes reservations, answers questions and registers riders applying customer service methods.
- K. Transports passengers only when needed.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of Federal, Town and Department policies and procedures.
- Knowledge of customer service methods and techniques.

- Computer skills specifically Excel, Word and Access.
- Ability to adapt and remain flexible to the changing needs of the transit division.
- Skill in safely operating Town vehicles.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.

**MINIMUM QUALIFICATIONS:**

- High School diploma or equivalent.
- One year experience in transit scheduling and/or dispatching.
- Must possess at time of application and maintain an Arizona driver's license.

**ENVIRONMENTAL FACTORS and WORKING CONDITIONS:**

- Work is performed in indoor and outdoor environments.

**SPECIAL REQUIREMENTS:**

- This position is considered Safety Sensitive position and is subject to Drug and Alcohol testing as required by FTA CFR 49.
- This position will be required to go through the Transit Services Division's Reasonable Suspicion Training Program for Transit Supervisors and obtain certification.